



**PLANNING AND  
DEVELOPMENT  
SERVICES  
DEPARTMENT**

## USER'S GUIDE

For The

## Automated Inspection Line



**(714) 796 - 0407**

### SERVICE

In an ongoing commitment to improve customer service, the County of Orange Planning and Development Services Department has installed an Interactive Voice Response System (IVR) for the scheduling of inspections. The system can be reached at (714) 796-0407.

### THIS SYSTEM WILL ALLOW YOU TO...

- Schedule an Inspection
- Cancel & Reschedule Inspections
- Get Inspection Results
- Get Plan Check and Zoning Approval Status

The system will provide verbal prompts throughout the entire process. If you are a first time caller, you may press \* at the Main Menu for assistance.

### BEFORE CALLING YOU WILL NEED...

1. A Touch Tone Telephone
2. A Permit Number
3. An Inspection Code - choose from the codes listed on the other side this brochure

### PERMIT TYPES SUPPORTED

The IVR system will only accept inspection requests, status inspection results, and status plan check and zoning approvals for the following Permit Types: *RT, RS, NR, EL, PB, ME, GA, GB, SG, RW, SW, SA, PS and SB.*

For other permit types you can still call the existing SCRO inspection line at (949) 472-7922.

### HOURS OF OPERATION

The IVR system will be available between 5:00 a.m. and 11:00 p.m., seven days a week, to accept inspection requests for the next five county business days.

*We hope the new IVR system will make your inspection scheduling and status process more efficient*

**Thanks for your support!**

#### CHOOSE FROM THE FOLLOWING OPTIONS

- Press [1] to schedule an inspection
- Press [2] to cancel or re-schedule an inspection
- Press [3] to get inspection results
- Press [4] to get plan review status
- Press [7] to repeat the main menu
- Press [0] to inspection staff directory and/or operator
- Press [\*] for more information on this system

#### 1. TO SCHEDULE AN INSPECTION

##### SELECT PERMIT TYPE:

- Press [1] for RT (Residential Tract)
- Press [2] for RS (Residential Structural)
- Press [3] for NR (Non-Residential Building)
- Press [4] for EL (Electrical)
- Press [5] for PB (Plumbing)
- Press [6] for ME (Mechanical)
- Press [7] for Grading Permits sub-menu
  - Press [1] for GA (Grading-Preliminary)
  - Press [2] for GB (Grading-Precise)
  - Press [3] for SG (Sand & Gravel)
- Press [8] for Other Types sub-menu
  - Press [1] for RW (Retaining Wall)
  - Press [2] for SW (Swimming Pool)
  - Press [3] for SA (Stationary Spa)
  - Press [4] for PS (Portable Spa)
  - Press [5] for SB (Sign)
  - Press [\*] to return to Permit Type menu
  - Press [\*] to return to Main menu
- Press [0] to transfer to inspection staff

**ENTER PERMIT NUMBER:**  
Ex: 991234 and Press [#]

The system will confirm this permit by speaking back the site address.

**ENTER INSPECTION CODE:**  
Ex: 105 - (STRUC-FOUNDATION/LOC/HDWE)

Each inspection requires entry of the three digit inspection code. If you do not know the inspection code, you may press \* to hear the list of inspection codes. (note - refer to back of brochure)

After you have scheduled the inspection, you will be able to:

- Leave an important message for the inspector
- Get a Confirmation Number for the inspection request and hang up. We recommend that you keep a record of your confirmation numbers and associated transactions for future reference.
- Request another inspection, same permit
- Request another inspection, different permit
- Return to Main Menu

#### 2. TO CANCEL OR RESCHEDULE AN INSPECTION

##### SELECT PERMIT TYPE:

**ENTER PERMIT NUMBER:**  
Ex: 991234 and Press [#]

**ENTER INSPECTION CODE:**  
Ex: 105 - (STRUC-FOUNDATION/LOC/HDWE)

PRESS [\*] for a listing of inspection codes for permit type.

After canceling or rescheduling the inspection you will be able to:

- Hear a confirmation number and hang up
- Cancel an inspection for another permit
- Cancel an inspection for the same permit
- Return to Main Menu

#### 3. TO GET INSPECTION RESULTS

##### SELECT PERMIT TYPE:

**ENTER PERMIT NUMBER:**  
Ex: 991234 and Press [#]

**ENTER INSPECTION CODE:**  
Ex: 105 - (STRUC-FOUNDATION/LOC/HDWE)

Listen to inspection results. After the status information, you will be able to:

- Listen to results for a different permit
- Listen to results for the same permit, different inspection code
- Return to Main Menu

#### 4. FOR PLAN CHECK AND ZONING APPROVALS

##### SELECT PERMIT TYPE:

**ENTER PERMIT NUMBER:**  
Ex: 991234 and Press [#]

To listen to plan check and zoning approval status information message, PRESS [1]. After the status information, you will be able to:

- Get approvals status on another permit.
- Return to Main Menu

